

January 2nd, 2024

MCS Handpiece Ltd.

Shipping Terms & Conditions

Shipping Terms & Conditions for MCS Handpiece Ltd.'s Shipping Program:

MCS Handpiece Ltd.'s Shipping Program: You Pay One Way, We Pay One Way!

Customers who use MCS Handpiece Ltd.'s Shipping Program with ICS Courier:

- **MCS Handpiece Ltd.'s Customers** must use **MCS Handpiece Ltd.'s ICS Couriers Account** to be qualified for **MCS Handpiece Ltd.'s Shipping Program** will have a **\$30 Shipping Charge** added to their invoice. For Rural Areas, **\$35 Shipping Charge** added to their invoice.
- **MCS Handpiece Ltd.'s Shipping Program Customers** must use **ICS Courier's Return Label** provided with their handpiece repair or call **MCS Handpiece Ltd** for a **Collect Pick-Up Request** on **MCS Handpiece Ltd.'s ICS Courier Account**.
- **MCS Handpiece Ltd** will not be responsible for any charges on Customer's accounts, who do not use **MCS Handpiece Ltd.'s ICS Couriers Account**.
- Pricing subject to change without notice.
- Only **MCS Handpiece Ltd** can make collect pick-up requests on **MCS Handpiece's Ltd ICS Courier Account**.

Customers who use MCS Handpiece Ltd.'s Shipping Program with MTS Logistics/Medi Tran Services:

- **MCS Handpiece Ltd.'s Customers** must use their own **MTS Logistics/Medi Tran Services Account** to be qualified for **MCS Handpiece Ltd.'s Shipping Program** for no charge added to their invoice.
- If a **MCS Handpiece Ltd.'s Customer** does not have an **MTS Logistics/Medi Tran Services** account, **MCS Handpiece Ltd.** will make a collect pick-up request on behalf of the customer, with a **\$25 Shipping Charge** added to their invoice.
- Under no circumstances can a **Customer of MCS Handpiece Ltd** request a pick-up request on **MCS Handpiece Ltd.'s** account.
- Pricing subject to change without notice.
- Only **MCS Handpiece Ltd** can make collect pick-up requests on **MCS Handpiece's Ltd MTS Logistics/Medi Tran Services Account**.

Customers who use MCS Handpiece Ltd.'s Shipping Program with Canada Post:

- **MCS Handpiece Ltd.'s Customers** must use their own **Canada Post Account** to be qualified for **MCS Handpiece Ltd.'s Shipping Program** for no charge added to their invoice.
- All shipments made by **MCS Handpiece Ltd** will be sent through **Xpresspost by Canada Post**. A tracking number will be provided on the invoice & kept for records.
- If a **Customer of MCS Handpiece Ltd** ships a package to **MCS Handpiece Ltd** through **Canada Post**, and the package is paid for by the **Customer of MCS Handpiece Ltd**, the returned parcel will be shipped by **Xpresspost by Canada Post** free of charge to the **Customer of MCS Handpiece Ltd**. A tracking number will be provided on the invoice & kept for records.
- Pricing subject to change without notice.

Shipping Terms & Conditions for Customers NOT Using MCS Handpiece Ltd.'s Shipping Program.

Customers Request ICS Courier for Return Shipping, outside of British Columbia:

- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Under 500G**, will have a **\$30 Shipping Charge** added to their invoice.
- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Under 500G, in Rural Areas** will have a **\$35 Shipping Charge** add to their invoice.
- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Over 501G to 1KG**, will have a **\$30 Shipping Charge** added to their invoice.
- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Under 501G to 1KG, in Rural Areas** will have a **\$35 Shipping Charge** added to their invoice.
- **MCS Handpiece Ltd.'s Customers** who have their own **ICS Courier Account**, can email to **MCS Handpiece Ltd.**, an **ICS Courier Return Label on their account**, to use on their shipment. If this label is used, there will not be a charge on the invoice.
- Pricing subject to change without notice.
- **Only MCS Handpiece Ltd can make collect pick-up requests on MCS Handpiece's Ltd ICS Courier Account.**

Customers Request MTS Logistics/Medi Tran Services for Return Shipping in Lower Mainland, British Columbia:

- **MCS Handpiece Ltd.'s Customers** will have a **\$25 Shipping Charge** added to their invoice.
- **MCS Handpiece Ltd.'s Customers** who wish to use **MTS Logistics/Medi Tran Services**, **MCS Handpiece Ltd** will waive the **\$25 Shipping Charge**.
- **MCS Handpiece Ltd.'s Customers** who wish to use **MTS Logistics/Medi Tran Services** and will require more than 1 package for shipping, will only be required to pay **\$25 Shipping Charge on the second and consecutive packages**.
- Under no circumstances can a **Customer of MCS Handpiece Ltd** request a pick-up request on **MCS Handpiece Ltd.'s** account.
- Pricing subject to change without notice.
- **Only MCS Handpiece Ltd can make collect pick-up requests on MCS Handpiece's Ltd MTS Logistics/Medi Tran Services Account.**

Customers Requesting Canada Post/United States Parcel Service:

- All shipments made by **MCS Handpiece Ltd** will be sent through **Xpresspost by Canada Post**. A tracking number will be provided on the invoice & kept for records.
- **MCS Handpiece Ltd** will ship Repaired Handpieces, Handpiece Sales & Parts Sales to **MCS Handpiece Ltd.'s Customers** through **Canada Post**. There will be a **\$35 Shipping Charge** added to their invoice. A tracking number will be provided on the invoice & kept for records.
- Pricing subject to change without notice.

Shipping Terms & Conditions for Customers Wishing to use an Alternate Shipping Company for Returned Handpieces/Purchases.

Customers Requesting Retuned Shipping with FedEx, on MCS Handpiece Ltd.'s FedEx Account:

- **MCS Handpiece Ltd.'s Customers** who reside in the **Lower Mainland of BC, Canada** will have a **\$40 Shipping Charge** added to their invoice. **No Extra Charge for Rural Areas. Using FedEx Ground for all shipments.**
 - **MCS Handpiece Ltd.'s Customers** who reside **Outside the Lower Mainland of BC, Canada** will have a **\$50 Shipping Charge** added to their invoice. **No Extra Charge for Rural Areas. Using FedEx Ground for all shipments.**
 - **Pricing subject to change without notice.**
 - **Only MCS Handpiece Ltd. create shipments on MCS Handpiece Ltd.'s FedEx Account.**
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Shipping Terms & Conditions for Warranty Repairs & Return Requests

MCS Handpiece Ltd. will pay one way shipping and **MCS Handpiece Ltd.'s customers** will pay the other way shipping unless fee is waived by **MCS Handpiece Ltd.**

- **MCS Handpiece Ltd.** will not pay for any shipments to **MCS Handpiece Ltd.** on any **MCS Handpiece Ltd.'s Customers' ICS Courier's Account.**
 - **MCS Handpiece Ltd.** will not pay for any shipments to **MCS Handpiece Ltd.** on any **MCS Handpiece Ltd.'s Customers' MTS Logistics/Medi Tran Services Account.**
 - If the **handpiece repair is under warranty**, this handpiece repair warranty **does not cover return shipping costs.** Shipping costs are applied to warranty repairs.
 - If the **handpiece is "operating normal" or a request for the handpieces to be returned unrepaired**, return shipping charges apply to return requests.
 - **Pricing subject to change without notice.**
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Definitions:

- **MCS Handpiece Ltd.**
 - Refers to the company whom Customers send in their Handpiece for repair.
 - **ICS Courier:**
 - Refers to the shipping company ICS Courier.
 - **MTS Logistics/Medi Tran Services:**
 - Refers to the dental/medical shipping company MTS Logistics, or Medi Tran Services.
 - **Canada Post/Xpresspost**
 - Refers to Canada Post or Canada Posts' Xpresspost Services.
 - **FedEx**
 - Refers to Federal Express Corporation Transportation Company.
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